



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT
(ANIMAL CONTROL)
PARKS, RECREATION & TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position performs routine to difficult administrative support and related functions for the Animal Control division. Reports to the Superintendent of Animal Services.

There are two (2) levels of Administrative Assistant distinguished by the level of work performed and the level of experience of the employee.

ESSENTIAL JOB FUNCTIONS

Operates a multi-line telephone console to receive and respond to a variety of emergency and non-emergency, animal related calls for services and complaints. Processes complainant information; determines the level of priority; assigns calls for service to Animal Services staff; enters call information into a computer aided animal control dispatch system.

Performs administrative support work such as word processing, creating spreadsheets, data entry/retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used. Reviews forms, data and other information to ensure accuracy and conformance to established procedures and/or policies.

Performs routine and repetitive administrative support functions such as compiling, posting or recording information from a variety of sources that usually involves calculations, research and verification of information. Functions may include completing forms, reports, questionnaires and other similar documents.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. May screen and respond to inquiries and complaints; provides information on policies and procedures; performs other similar types of administrative support activities.

Develops and maintains accountability systems for assignments, responses, replies, and other actions. Assists with or is responsible for establishing and coordinating filing or record keeping systems.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Office Administration – Knowledge of office systems, practices, procedures and administration.

- Technology – Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, all levels of management, citizens and representatives from other organizations.
- Time Management – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

REQUIRED ABILITIES

- Judgment/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication – Ability to listen and understand directions, information and ideas presented verbally or in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.
- Accounting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.

EDUCATION AND EXPERIENCE

Administrative Assistant I – Requires a high school diploma and 1 - 2 years of related administrative support experience or an equivalent combination of education and experience.

Administrative Assistant II – Requires a high school diploma and 3 - 4 years of related administrative support experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5 - 10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.